

THE BURNABY REFINERY'S

# Neighbourhood News

A NEWSLETTER FOR OUR NEIGHBOURS  
DECEMBER 2020 – ISSUE 60



PARKLAND



## Parkland's Inaugural Sustainability Report

At Parkland, sustainability means providing our customers with safe, reliable energy and products they need today, while making strategic decisions and innovative investments that contribute to a lower carbon future.

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Earlier this year, Parkland published its inaugural sustainability report, which includes insight into Parkland's enterprise-wide 2019 operations and key 2020 milestones. While sustainability practices are already deeply embedded across our business, this report provided an opportunity to demonstrate our commitment to transparency and share more about our sustainability efforts.

The sustainability report outlines our established environmental, social and governance (ESG) practices and sets the stage for the development of an enterprise-wide sustainability strategy. It is aligned with recommendations from the Task Force on Climate Related Financial Disclosures (TCFD) and includes guidance from the Sustainability Accounting Standards Board (SASB) and the Global Reporting Initiative (GRI).

The report highlights Parkland's existing sustainability practices coupled with the company's philosophy and aspirations within each of its five strategic focus areas:

- **Climate Change:** We are committed to meeting our customers' growing need for energy while at the same time contributing to the world's transition to a lower carbon future.
- **Safety and Emergency Preparedness:** Safety is foundational to our organizational culture, and the safety of our people, customers and communities is our top priority.
- **Product Transportation and Storage:** Extensive systems and processes across our operations protect the environment and ensure our products stay safely where they belong.

- **Diversity and Inclusion (D&I):**

Underpinning our focus on attracting and retaining the best talent, we are committed to delivering equal opportunities and an environment where all employees can contribute their best.

- **Governance and Ethics:** We measure our business practices against the highest standards of ethical conduct, and are guided by our values of Safety, Integrity, Community and Respect.

One of the key focuses highlighted in the report is Parkland's commitment to low-carbon leadership. The Burnaby Refinery plays a key role in this leadership through the development of its co-processing capabilities.

Since 2017, the Burnaby Refinery has been co-processing renewable feedstocks, such as canola oil and tallow, alongside conventional crude oil. This technique produces renewable gasoline, diesel and jet fuel which produce fewer greenhouse gases (GHGs) than conventional liquid fuel – in fact, co-processed fuels have approximately 1/8 of the carbon intensity of conventional fuels.

We are proud to be the first refinery in Canada to successfully co-process using existing refinery infrastructure and expertise. Through this, we took the equivalent of 15,000 cars off the road in 2019 and are on track to take the equivalent of 45,000 cars off the road in 2020. Parkland plans to continue developing co-processing capabilities at the Burnaby Refinery and leverage this expertise to increase our low-carbon offerings across the entire business.

To read Parkland's inaugural sustainability report, please visit [parkland.ca/en/sustainability/overview](https://parkland.ca/en/sustainability/overview)

# Manager's Message

## Alex Coles, General Manager

Happy holidays! It's hard to believe that we are already nearing the end of 2020. Despite the unforeseen challenges of the COVID-19 pandemic, we have had a noteworthy year and look forward to more successes as we look ahead into 2021 and beyond.

As you read in our cover story, earlier this year, Parkland published its inaugural sustainability report, which includes insight into Parkland's enterprise-wide 2019 operations and key 2020 milestones. While sustainability practices are already deeply embedded across our business, this report provided an opportunity to demonstrate our commitment to transparency and share more about our sustainability efforts.

In keeping with our operational priority on safety, we have undertaken a number of activities this year to ensure our workforce remained safe during the COVID-19 pandemic. We are happy to share that there has been no transmission of COVID-19 at the refinery or in our offices, which further demonstrates the importance we place on workforce safety.

On November 4, 2020, we also held our annual emergency response drill. During the drill, participants exercised the Incident Command System (ICS) and emergency response procedures, which included both land- and water-based spill response. In addition to Parkland's emergency response team, drill attendees included representatives from Western Canada Marine Response Corporation, Burnaby Fire Department, Tsleil-Waututh Nation, Environment and Climate Change Canada, BC Oil & Gas Commission and Canadian Coast Guard. More information and pictures from the drill can be found in the "Safety Matters" section of the newsletter on page 4.

As part of workplace safety during the COVID-19 pandemic, many of our refinery employees no longer carpool or take public transit. We are also

re-starting work that was paused due to the global slowdown. To accommodate and safely manage the effects of increased parking needs, we have opened part of the Gamma parking lot.

We have continued to work with the community and professional arborists to successfully complete our 2020 tree replanting plan this October. With safety as the top priority, we will continue to assess fire safety tree removals inside our fence line and communicate with the Community Advisory Panel (CAP) and our neighbours when such removals will need to be completed in the future. You can read more about this, and other safety updates in the "Across the Fence" section of the newsletter.

Also in this issue, we shine light into a topic many neighbours have top of mind – tanks at the Burnaby Refinery. In this section, we discuss what type of tanks are at the refinery, what they are used for, how they are maintained, and future tank plans.

As you may have heard, we have also applied for an 18-month extension to our air permit issued by Metro Vancouver. The 18-month extension is needed to complete extensive engineering studies to assess technologies intended to reduce our facility's emissions, and to complete the remaining studies currently in progress and to finalize the selected emission reduction technologies with Metro Vancouver. From date to date, Metro Vancouver is holding a 30-day consultation period to seek feedback on this application. For more information, see page 7 of this newsletter.

As always, your feedback is important to us. If you ever have any questions or concerns, please don't hesitate to contact our 24/7 Community Contact Line at [604.257.4040](tel:604.257.4040) or [prbcrefineryinfo@parkland.ca](mailto:prbcrefineryinfo@parkland.ca). You can also visit our new and improved refinery website at [burnabyrefinery.ca](http://burnabyrefinery.ca)

We wish you good health during the holiday season and into the new year.



**In keeping with our operational priority on safety, we have undertaken a number of activities this year to ensure our workforce remained safe during the COVID-19 pandemic.**



# Safety Matters

## COVID-19 Response

Like many of you, COVID-19 has been at the top of our minds over the past several months. We strive to maintain a safe and healthy work environment and are proud to report that there have been no known COVID-19 cases at the refinery to date.

As the refinery is an essential operation for the province, our refinery workforce has continued to work throughout this pandemic. We have introduced a number of new safety measures since March to protect our valued team members who keep the refinery moving. These measures include performing pre-shift health checks, maintaining physical distance, wearing proper masks and Personal Protective Equipment (PPE), and staying home if an employee feels unwell. We also have a medical team on-site to assess employee health, if symptoms arise.

To keep our extended workforce safe, our SOLO office staff has been primarily working from home since mid-March. We have recently rolled out a voluntary return-to-work program, but many of our

staff continue to work from home to keep their families safe. We are happy to report that there has been no transmission of COVID-19 at the refinery or in our SOLO offices.

## Emergency Response Exercise

Each year, Burnaby Refinery holds an emergency response drill to practice implementing its emergency response procedures in a real-time simulation. We follow the internationally-recognized Incident Command System (ICS) to manage incident response, and encourage participation from our regulators, local Indigenous groups, first responders and other key stakeholders and partners.

This year's drill took place on November 4, 2020. Participants responded to a hypothetical scenario in which diesel was released into Burrard Inlet as a result of a small plane crash in Confederation Park along Parkland's pipeline right-of-way. No product was released for the purposes of the drill.

During the drill, participants implemented the ICS and emergency response procedures,

which included both land- and water-based spill response. In addition to Parkland's emergency response team, drill attendees included representatives from Western Canada Marine Response Corporation, Burnaby Fire Department, Tsleil-Waututh Nation, Environment and Climate Change Canada, BC Oil & Gas Commission and Canadian Coast Guard.

Due to the ongoing COVID-19 pandemic, this year's drill was held mostly virtually. In-person participants were limited to essential personnel only with appropriate physical distancing and use of personal protective equipment (PPE), in accordance with public health guidelines. This exercise provided a valuable opportunity to practice virtual emergency response and demonstrated Parkland's ability to effectively respond to incidents under any circumstances.

For more information on Burnaby Refinery emergency preparedness, please visit [burnabyrefinery.ca/en/safety-environment-reliability/emergency-preparedness](https://burnabyrefinery.ca/en/safety-environment-reliability/emergency-preparedness)

Below is an image from Parkland's annual emergency drill that took place on November 4, 2020.



# Tech Talk: Tanks at the Refinery

Let's talk about tanks. Tanks are used every day to safely store many different types of fuels. In fact, most people don't think twice about the tanks in their lives: their barbeque cylinder (propane), their camp stove fuel tank (butane) or the tank in their cars or trucks (gasoline or diesel). Tanks are an integral part of having fuel available for use.

At the Burnaby Refinery, we have many tanks that are used to store a range of fuel products and materials used for producing fuels that people use. There are tanks that hold finished fuels like gasoline, diesel and jet fuel, and there are intermediate tanks that hold blend stocks including ethanol, bio-diesel and renewable diesel. Intermediate materials are blended with other fuels to produce finished products that make up fuels of high quality and consistency that our customers depend upon to operate their cars, buses, ambulances, airplanes and other vehicles. Most of our tanks are in Area 1 Blending and Shipping, which is called the "tank farm" (see image above). In general, the refinery "produces" fuel into a tank. Sometimes this fuel is then moved into another tank for "certification". Certification is important as it ensures that the fuel meets all the required product qualities and specifications.

The Burnaby Refinery is committed to safe and reliable operation and undertakes many proactive activities to reduce risk and manage environmental hazards.

"We use a combination of approaches to keep our tanks in optimal condition", says Jacki Hess who is the Fixed Equipment Team Lead at the refinery.

This includes ensuring that our tanks meet or exceed all industry standards for their design, operation, inspection and repairs.



The above image shows an aerial view of the Burnaby Refinery's Area 1 and Area 2.

Tanks are individually assessed and assigned a combination of daily, weekly, monthly and annual tasks to proactively monitor their integrity. For example, we continuously monitor tank temperatures and levels, perform visual inspections daily, and annually hire a certified inspector for the tank seals.

"We use something called Risk Based Inspection (RBI) to create a unique plan for each tank," says Jacki, "this is an industry standard and tailor-made approach for to proactively identify potential issues and address them prior incidents occurring." At Parkland we partner with an industry leader in RBI to analyze and design our tank plans – this ensures that we have access to the most up to date knowledge and equipment for these pro-active maintenance programs.

Looking to the future, Parkland is in the early phase of assessing tankage requirements and the role of existing tanks. In fact, we've had a strategic tank plan since the mid 1990s. Early plans focused on ensuring that the

refinery was able to meet mandated fuel specifications.

Over the years these plans have evolved to meet new requirements and expectations. Our current plans are focused on enabling us to produce low carbon fuels while continuing to run our facility safely and reliably.

To learn more about the process of low carbon fuel production, as well as the materials used in this process (such as lipids like canola, tallow, for example), please visit our website at [burnabyrefinery.ca](https://burnabyrefinery.ca) and see the "Fuels for the Future" article in the Spring 2019 edition of the Neighbourhood News.

Plans for several new tanks (and the removal of old tanks) are being developed to enable the integration of low carbon renewable feedstocks and products into the existing energy mix. In addition, new tanks are required to support the tank maintenance program while ensuring reliable supply of these fuels to our customers.



# Across the Fence Updates

## Update on Tree Replanting and Consultation

We would like to thank everyone for their input regarding the sight line remediation at the N. Carleton Ave. & Yale St. gate in North Burnaby. The original tree removals were driven by safety improvements and we do appreciate the consternation that these removals caused. Determining a sightline remediation that is acceptable to our neighbours while improving access for first responders has been challenging.

Over the course of two public input periods held July 7-August 7, 2020, and September 8-15, 2020, as well as a virtual community meeting held on September 15, 2020, we received a total of 12 pieces of feedback from community members.



The completed planting of Alternative 1 is shown in the above images

Three alternatives options were proposed. These alternatives were formulated with input from refinery staff and the help of a professional landscape architect. These alternatives were then presented to the public for comment and feedback. Overall feedback was supportive of Alternative 1 which consisted of screening cedars either side of the gate, selected groups of trees to the north west of the gate and decorative plants. In addition to this input, we received several questions and suggestions regarding tree species and sizes, sight lines through the gate and general planting in the naturalized area.

### Replanting Plan:

Based on feedback received, we have implemented Alternative 1 with some modifications:

- Plant at least 12 cedars on the east and west sides (6 each) of the gate to provide a visual barrier.
  - Adequate watering will be in place to ensure that the trees grow.
  - These cedars will be actively maintained at or slightly above the height of the fence to avoid hindering emergency responders.
- We will review the health of the trees and look for sightline gaps over the next several months.
- Plant 24 rhododendron to the west of the gate of sufficient size to outcompete local plant species (e.g. blackberries, scrub, etc.)
- Plant clusters of red cedars (5) and Douglas firs (5) to the west of the gate to add screening when viewing to the north east.
  - These trees were planted in the naturalized area. We do not intend to actively maintain the heights of these trees.

Planting was carried out by a professional landscape company in October and November 2020. We look forward to watching the trees grow and fill out over time, providing fuller screening. Our priority has been replanting trees. Currently we have no specific plans for screening at this gate but Parkland remains open to community feedback for further visual improvements to this area while recognizing the important safety and security needs of the facility.

## Traffic Update

In 2019, Parkland hired a third-party professional traffic consultant to review traffic patterns around the Capitol Hill neighbourhood. The study looked at the area bounded by Willingdon Avenue to Gamma Avenue and from Penzance Drive to East Hastings Street. We wanted to better understand how traffic flows and to understand what additional measures we could use to potentially address traffic concerns. The study incorporated data using different methods including counting vehicles at intersections and using computer models to show where traffic moves along the roads.

We are in the process of reviewing the findings and look forward to sharing information with our Community Advisory Panel in 2021 for discussion. Some highlights from the study as follows:

- Parkland is a contributor to traffic within the community
- Many different commuter groups also contribute to southbound traffic off of Penzance Drive to North Gamma and Beta
- Based on historical data and modeling, the largest portion of trips passing through Capitol Hill are made by regular commuters

# Across the Fence Updates

- Long vehicle queues on westbound approach to the Willingdon Avenue and Penzance Drive intersection can occur during late afternoon peak hour shift change

## Next Steps

Parkland will be discussing the results from this traffic study with our CAP to seek input and dialogue. We have discussed the results with the City of Burnaby and are evaluating actions that can be taken to help improve traffic flow. For our planned work in 2021 and beyond, Parkland will continue to implement traffic controls to manage our workforce.



The Gamma Ave. parking lot

## Gamma Parking Lot

Community traffic concerns are a key issue for us and, where possible, we take efforts to minimize our impact. On November 9, 2020, we partially opened the Gamma parking lot to accommodate overflow parking. The overflow parking is due to two main factors. First, work that was paused due to the global slow down at the beginning of 2020 has been restarted and there will be an increase in workforce at our refinery sites. Second, the ongoing pandemic means that carpooling is not

possible. These factors have led to the partial opening of the Gamma parking lot - by opening this lot, we are optimistic that overflow parking will not spill over into neighbouring streets.

The plan calls for opening the parking lot entrance from Penzance Drive, opening the second and third tiers of parking (this is to reduce parking in the upper, more visible tier). Parking lot usage and driving behaviors will be closely observed to inform any decisions about additional traffic control and mitigations.

## Metro Vancouver Air Permit Extension Request

Our facility currently operates under air discharge permit GVA-0117 issued by Metro Vancouver. The current permit is valid until January 31, 2021, and we have applied to Metro Vancouver to extend the permit by 18 months until July 31, 2022.

We have requested an extension to our permit for the following reasons:

- We are currently carrying out extensive engineering studies to assess technologies intended to reduce our facility's emissions and need to complete the remaining studies currently in progress and to finalize the selected emission reduction technologies with Metro Vancouver.
- We recognize that the implementation of these emissions reductions technologies will require working closely with our community and we want to make sure there is ample time for consultation.

- Once the technologies have been selected, we will need to complete the next air permit application process, to implement new emission limits for the facility. Metro Vancouver's Air Permit Application Guidance recommends that air permit applications are submitted one year in advance of the permit expiry dates, to allow sufficient time for the required review, consultation and public notification.

We are confident we can complete all of these remaining steps effectively within the requested 18-month extension.

A 30-day public consultation period for this permit extension began on November 6, 2020 and will close on December 6, 2020. To provide comment, please see contact instructions in the published notice on Metro Vancouver's website: [metrovanancouver.org/services/Permits-regulations-enforcement/permitting-notices/air-quality-notification/](https://metrovanancouver.org/services/Permits-regulations-enforcement/permitting-notices/air-quality-notification/)

For more information on our air permit extension and our recent efforts to improve local air quality, please visit: [burnabyrefinery.ca/en/community/news](https://burnabyrefinery.ca/en/community/news)

Your thoughts are important to us. If you have questions, please contact us:

Refinery line: **604.257.4040**

Email: [prbcrefineryinfo@parkland.ca](mailto:prbcrefineryinfo@parkland.ca)

# Community Corner: Website Update

In early November, the existing Burnaby refinery website received an update. The website was modernized, and new updates were provided for several key areas including emergency preparedness. Please visit [burnabyrefinery.ca](http://burnabyrefinery.ca) to explore the new website and stay up to date with refinery news.



## Contact Us

We welcome your questions and feedback. Please don't hesitate to call or e-mail our Community Contact Line:

T 604.257.4040

E [prbcrefineryinfo@parkland.ca](mailto:prbcrefineryinfo@parkland.ca)

Our phone line is monitored during regular business hours. After-hours paging instructions are available to report unusual odours, activities or noise. The public may also report odours directly to Metro Vancouver Air Quality at **604.436.6777**.

For more information about the Burnaby Refinery, visit [burnabyrefinery.ca](http://burnabyrefinery.ca)

### Holiday Word Search

T	D	K	X	W	Y	F	M	R	F	K	E
R	V	L	Q	N	A	K	P	Y	N	E	P
K	H	R	S	L	E	I	G	H	R	L	E
M	T	R	D	H	F	X	A	T	K	S	S
E	S	Q	U	E	E	L	F	J	W	N	G
R	C	S	H	D	J	N	H	N	R	O	B
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R	W	A	B	V	I	C	X	N	E	O	L
C	A	Z	C	H	I	M	N	E	Y	E	A
P	T	H	N	F	P	B	P	K	Q	P	R

Merry  
Santa  
Elf

Reindeer  
Tree  
Snowman

Sleigh  
Holly  
Rudolph

Chimney  
Wreath  
Candy

**Neighbourhood News** is produced by Parkland Refining (B.C.) Ltd. for residents of the Heights, Capitol Hill and surrounding areas of North Burnaby.

We invite your comments, questions or suggestions for future articles.

Please contact us at [prbcrefineryinfo@parkland.ca](mailto:prbcrefineryinfo@parkland.ca).

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